

NH ENHANCED 9-1-1 COMMISSION MEETING MINUTES
September 23, 2011

PRESENT:

Douglas Aiken, Chairman	NH Association of Fire Chiefs
George Valliere, Vice-Chair	NH Police Officer
William Wood, Secretary	NH Division of Fire Standards and Training & EMS
Richard Bernard	Public Member
Karen Mead	Senior VP of Operations, FairPoint Communications
David Caron	NH Municipal Association

ABSENT:

Linda Hodgdon	Commissioner, NH Department of Administrative Services
John Barthelmes	Commissioner, NH Department of Safety (DOS)
Kevin O'Brien	Chief of Policy & Planning, (DOS)
Mark Violette	NH Telephone Association
Brett Scholbe	Professional Firefighters of NH
Paul Szoc	NH Federation of Fire Mutual Aids
Robert Girard	Mobile Telecommunications Carrier Industry
Kathryn Bailey	NH Public Utilities Commission
Earl Sweeney	Assistant Commissioner, (DOS)
James Valiquet	NH Association of Chiefs of Police

OBSERVERS:

Bruce Cheney, ENP	Director, NH Bureau of Emergency Communications (NHBEC)
Peter DeNutte, ENP	Assistant Director, NHBEC
Timothy Scott	Database Administrator, NHBEC
David Rivers	Public Safety Answering Point (PSAP) Chief of Operations, NHBEC
Wanda Bowers	Public Information Representative, NHBEC
Patricia Magoon	Assistant Planner/HR Rep, NHBEC
Scott Wolfert	Service Manager E9-1-1 FairPoint Communications
Karen Whittaker	Operations Supervisor, NHBEC
Sean Goodwin	Administrator II, NHBEC
Grant Alois	Technical Support Specialist III, NHBEC
Mark Traeger	Regional Account Manager, Cassidian
Leon Malinoski	Cassidian
Thomas Powers	Former Commission Member
Paul Violette	Former Commission Member
Michael Connor	Director, NH Department of Administrative Services
Sherry Baker	Administrative Secretary, NHBEC

The NH Enhanced E-9-1-1 Commission (Commission) meeting held at the Dwinell Building 50 Communications Drive, Laconia, NH was called to order at 11:15AM by Chairman Aiken.

1. Approval of the minutes of the July 29, 2011 NH Enhanced 9-1-1 Commission Meeting.

Chairman Aiken called for approval of the July 29, 2011 meeting minutes. Commissioner Caron motioned to accept the minutes and Commissioner Bernard seconded the motion. Unanimously approved by those present and voting.

OLD BUSINESS

2. Director's Report

2. A Report on Data Operations; (Database Administrator, Timothy Scott)

1. Update on Mapping Progress
2. Database Activities
3. Status on Emergency Notification System

Tim Scott reported the following:

- The Telephone Database currently contains approximately 919,000 records. This is a decrease of about 200,000 records due to a large VOIP provider migrating to NENA i3 standards and is using a VOIP Positioning Center to manage their data.
- Chairman Aiken asked is this because the FCC allows them to rather than the state regulations?
- The FCC does not regulate VOIP providers and NENA actually recommends that a VOIP provider use this VCP to manage their data.
- Chairman Aiken asked how we get the data when we have a call.
- It comes through like any other VOIP company. Where we get a shell record and we send it out over a circuit and we get the information back from the VCP.
- Partial address conversions have occurred in 3 towns affecting a total of 242 lines.
- 113 No Record Found.
- There have been 580 ALI Discrepancies of which all but 34 have been resolved.
- There have been 188 routine address changes with an additional 46 changes initiated from the Back office Bounce procedure.
- 162 Master Street Address Guide updates.
- The Database Section has migrated Master Street Address Guide updates over to the online WebDBMS software and will be migrating Routine Address Changes over shortly.
 - 12 Towns collection required
 - 49 Towns collection scheduled/In Process
 - 10 Towns awaiting Acceptance
 - 188 Towns in maintenance status
- Back office bounce project is working well.
- Project with DRED on state owned addressing will be completed in the next month or so.
- Towns will be submitting their GIS Collection notices and Maintenance Collection to us on-line.
- Emergency Notification System vendor is scheduled for on-site work on October 17, 2011.
- Chairman Aiken asked how we are going to educate everyone about the availability and then make the public aware of the new Emergency Notification System.

- Director Cheney stated that we are going to do a campaign after the testing process is completed.
- Director Cheney stated he attended a meeting on Ping4Alerts which is an app you can download onto your iPhone and Android. This may be a valuable tool he will discuss more at the next Commission meeting.
- Chairman Aiken asked what is the download fee for the app?
- Director Cheney stated they will charge the state.
- Director Cheney advised if you download the app then you have opt-in.
- Chairman Aiken asked if the app is used in multiple states.
- Director Cheney it is a national app.

2. B. Discussion on Senate Bill 428

- Chairman Aiken asked if anything has changed regarding Senate Bill 428. (E9-1-1 dispatch times)
- Director Cheney advised we have had no requests.
- Chairman Aiken asked if the Bureau is in position to accommodate the Legislature or anyone else that asks for this information.
- Director Cheney stated we have the information when it is requested.

2. C. Status on the Medical Director (Director Bruce G. Cheney, ENP)

Director Cheney reported the following:

- Director Cheney advised there has been no change at this time he is still working on this.

2. D. Discussion on “Web-Based Landline Phone Services” (Director Bruce G. Cheney, ENP)

Chairman Aiken reported the following:

- Skype are starting to provide analog terminal adapters into your Skype system. This is a local dial tone from your PC but you can not dial 9-1-1.
- Skype & MagicJack don't have to meet the FCC requirements for inter-connecting VOIP Service because they don't offer inter-connecting VOIP Service. They offer Skype Out and Skype In so this does not fall under the Federal law.
- NENA is pushing for a change to the regulation. They would like to extend the definition of an inter-connecting service to any service that can terminate a call in the public switch network.
- He would like the Commission to file a brief with the FCC in support of that position.

2. E. Discussion on Administrative Changes (Director Bruce G. Cheney, ENP)

Director Cheney reported the following:

- Still working on getting our position back from State Police so that we can begin the hiring process for the Administration Manager and Human Resources Representative.
- When we took over the statewide VOIP project we also hired a new project manager his name is Kevin Connor.

2. F. Status of State Telecommunication to the Bureau (Director Bruce G. Cheney, ENP)

Director Cheney reported the following:

- The new project manager will manage the statewide telecommunications under Assistant Director DeNutte's direction.
- We are designing a new way to fund the Telecommunication and VOIP phone system.

2. G. Communication Maintenance & Dispatcher Personnel Transfers (Director Bruce G. Cheney, ENP)

Director Cheney reported the following:

- We are responsible for these people but having a few issues when it comes to managing them. We hope to have this resolved before the next Commission meeting.

2. H. Report on PSAP Operations (Chief of PSAP Operations, David Rivers)

Dave Rivers reported the following:

- In a 24 hour period we had 3, 300 calls due to Tropical Storm Irene. We had 600 weather events that we logged and passed on to Emergency Management.
- 7 new hires start their class today. We received 71 applicants and interviewed 15.
- Chairman Aiken do we maintain an eligibility list or do we have to start the process all over again when hiring?
- We have to start over.
- Director Cheney stated they would like to have a few temporary positions so that we can hire a few more people in case someone drops out of the class or someone resigns. But with the budget the way it is this is not good timing to ask for extra positions.
- We will have outside agencies that are going to participate in our APCO class that begins in three weeks for the new hires.
- Deb Bray is going to the Merrimack County Sheriff's Dispatch to do ALI Trakker and CAD training for their dispatchers.

- Personnel attended to the New Hampshire Emergency Dispatchers' Association meeting and provided a two hour class on 9-1-1.
- Betty Davis will be attending a 2-day Verbal Judo class that deals with difficult callers. She will be presenting what she learned to the new hires.
- He attended an EMS Medical Control Board meeting that included the appropriate use of emergency vehicle lights and siren.

2. I. Report on EMD (Case Reviewer, Stephen L'Heureux)

No reported given

Emergency Medical Dispatch Statistics:

- ❖ 98.50% Case Entry
- ❖ 95.93% Correct Chief Complaint
- ❖ 98.80% Asking Key Questions
- ❖ 95.00% Post Dispatch Instructions
- ❖ 99.92% Customer Service
- ❖ 98.28% Compliance to Protocol

2 .J. Status of Public Relations and Public Education (Information Representative, Wanda Bowers)

Wanda Bowers reported on the following:

- Presentation at Loudon Coffee Chat which turned into an invitation to speak to Loudon "Young at Heart" group in November
- Presentation at Tara Estates, Senior Service Fair which turned into an invitation to have a public education booth at Strafford County Senior Health and Wellness Expo on October 28th.
- She participated in Frontline Supervisor Training Part IV
- Updated the Supplemental 'Automatic Location Information' (ALI) Worksheet
- An article on 9-1-1 in the Union Leader September 4, 2011
- Attended a meeting for Health & Human Services for NH Emergency Assistance Registry
- Upcoming Events:
 - 10-1-11 Sam's Club Safety Day
 - 10-4-11 Bedford Fire Open House
 - 10-8-11 Windham Fire Open House
 - 10-11-11 Blind Services, Claremont
 - 10-12-11 Blind Services, Manchester
 - 10-18-11 International Institute Nepal Refugees
 - 10-26-11 Merrimack PD, Senior Safety Day
 - 10-28-11 Strafford County, Senior Health Wellness Expo
 - 11-8-11 Young at Heart Group
 - 11-16-11 Local Government Center /Mapping Participation

2. K. Status of Division of Administration (Acting Administration Manager and Human Resources Representative, Patricia Magoon)

1. Status of Current Contracts
2. Current Position Vacancies
3. Status on the Statewide Interoperability Communications Coordinator

Patricia Magoon reported on the following:

- Posted a Technical Support Specialist, reclassified a position to an Administrator Position II to which Sean Goodwin was promoted, the vacant Engineering Technician V will be reclassified to the new Statewide Interoperability Communications Coordinator. Grant Alois has pre-certified for the Information Technical Manager II and is filling in.
- Director Cheney stated that Patricia Magoon has developed a Career Development program which help people try and pre-certify for positions that they may be interested in.
- Commissioner Wood asked if they knew what the timeline is for the new Statewide Interoperability position.
- Director Cheney stated that there is a process and it could take a while but they are working on it.
- We are exercising a 1-year extension for the FairPoint phone networking contract.
- Director Cheney stated they had concerns about Next Generation and VOIP changing our networking needs so rather then renegotiating a new 5-year contact, they would use one of their extensions.
- Watching expenditures on this budget and preparing for the next budget process.
- Our total responsibility budget-wise has climbed by 6 million dollars with acquiring the two new Bureaus.
- Commissioner Valliere asked where will the extra 6 million dollars come from.
- Director Cheney stated that Telecommunications has a mechanism to pay for their agency. Communication and Maintenance which is about 2.8 million does not have their own funding. If the bill for the VOIP and Prepaid pass we should be in reasonable shape.
- Chairman Aiken stated that when the 2012 legislative session has hearings on the bill we will need to expand the discussion on why VOIP should be included. Failure to enact that type of legislation is going to seriously impact a lot of other services.
- Director Cheney stated that in the past it is Department of Safety staff that attend theses hearings. The Commission may be asked to attend some of these hearings.
- Chairman Aiken stated he supports bringing in the Commission members but maybe we should also invite some end-users such as local police chiefs or local fire chiefs.

- Commissioner Valliere advised that it would be a good idea to have some new representatives at these hearings.
- Chairman Aiken wanted to welcome Paul Violette and Thomas Powers former Commission members to the meeting.

2. L. Report on FY11 Surcharge Receipts (Director of Administration, Wesley Colby)

Director Wes Colby reported the following:

1. Discuss year to date expenditures & surcharge
 2. Discussion of status of FY 12-13 budget
 3. 5-year projection based on current draft of FY 12-13 budget
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- A significant surplus and lapse in the 9-1-1 fund due to vacant positions, opened positions, and unused benefits.
 - Throughout the year we had to transfer some money to different Classes but nothing substantial.
 - No issues with the FY 2012 budget at this time.
 - The Network account pays the Fairpoint contract which we are going to Governor and Council to try and get a one year extension.
 - Department of Safety acquired the Statewide Telecommunications Bureau as of July 1, 2011. This includes a separate revolving fund to support itself.
 - Department of Safety acquired the State Police Communications and Maintenance section. This does not come with its own funding.
 - 5-year projection will be in the negative by FY14.
 - Commissioner Bernard asked if the estimates assume that the number of landlines remain the same.
 - Director Colby stated the estimate assumes no growth or no loss from FY10.
 - Chairman Aiken advises we can't change the surcharge until the outcome of the VOIP and Pre-Paid legislation.
 - In the next Legislative Session there is legislation to abolish all dedicated funds and revenues placed into the general fund.

2. M. Status on NH VIEWW (Sean Goodwin, Engineering Technician V)

Sean Goodwin reported the following:

- ESRI has migrated the Special Project Unit with the latest software version on NH VIEWW.
- In the process of configuring the migrating of NH VIEWW to first be used by the PSAP internally.
- NH VIEWW was tested with Tropical Storm Irene it was able to load all the events that were being passed through to the state EOC.
- NH VIEWW road closure component worked well.
- With the work that Tim Scott has done with the Supplemental ALI we are able to extract all those addresses. This created a small layer of Supplemental ALI users

so in the event we needed to rescue or do wellness checks we have the information.

- At the next Commission meeting, he will do a full presentation of the NH VIEWW.
- Director Cheney reported that he requested a list of all the people that are on the “Utility Do Not Disconnect” list. He will add the ones for medical reasons to our “Supplemental ALI” list and load them into the NH VIEWW. So when the next storm hits Sean’s people can get a list together quickly and have someone go make sure these people are ok.

2. Contractor’s Report (Scott Wolfert, FairPoint Communications)

A. FairPoint

1. Report on Network

Scott Wolfert reported the following:

- No 9-1-1 Network events to report.
- The Administration phone lines in the PSAP were down due to Tropical Storm Irene. Pembroke Road had a light span outage and FairPoint put a generator to fix the problem till it could be repaired.
- Director Cheney asked Tim Scott and Grant Alois to inform the Commission on what we have been doing to prepare for the Next Generation 9-1-1.
- Grant stated we are working on moving forward as far as the ESI Net and the IP driven interface to replace our current frame relay network.
- Tim stated that getting the network piece ready for next gen is top priority. The software funds will purchase the mapping updates. We are talking next generation solutions and trying to attend various presentations on what is available.
- Tim advised that their preference is to go with a solution that has no proprietary hardware. If we can find a next generation solution that either exists today or exists somewhere in the short term future that is all generic server-based, this will give us the flexibility to replace equipment.
- We are waiting for the FCC to set standards and we will be gearing up for next generation.

3. Correspondence

4. New Business

- Director Cheney stated we will have a list of deployments for the Incident Management Vehicle to hand out at the next meeting.
- Chairman Aiken asked if there was a way that the Commissioners can get a text or some type of message when the IMV is going out on an emergency.
- Director Cheney said he will get some type of message out to the Commissioner.
- Director Cheney asked that we have a discussion at the next meeting regarding out of state emergency calls from commercial vendors.
- Asst. Director DeNutte wanted the Commission to know that Robert Girard and Karen Mead helped us get services up in Stewartstown for the recent missing person event. We really appreciate all their efforts in getting that done.

5. Adjournment

Chairman Aiken called for a motion to adjourn at 2:20 P.M. Vice Chairman Valliere motioned to adjourn the meeting and was seconded by Commissioner Wood. Unanimously passed by those present and voting.

Next Commission meeting planned for December 2011. Date, time and location to be determined.

William Wood, Secretary
Enhanced 9-1-1 Commission